



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 02/11/2026				
December & January				
	December	Prior Year	January	Prior Year
Pickup OTP (Goal 95%)	93%	93.7%	94.2%	95.6%
Drop-Off OTP (Goal 95%)	95.9%	94.8%	96.9%	95.2%
Trips Requested	50,665 (+7.4%)	47,178	48,838 (+3.1%)	47,364
Trips Performed	31,304 (+4.9%)	29,854	31,031 (+7.5%)	28,858
Trips Cancelled in Advance	15,512 (30.6%)	13,865 (29.4%)	14,264 (29.2%)	15,109 (31.9%)
Customer Trip Violations (NS/CD/LC)	3,657 (7.2%)	3,257 (10.9%)	3,400 (10.9%)	3,237 (11.2%)
Trips Cancelled For Cause	194 (0.6%)	203 (0.7%)	143 (0.5%)	160 (0.5%)
Average Customer Trip Travel Time	25 minutes	23.81 minutes	24.27 minutes	23.69 minutes
Peak # of Vehicles Scheduled	140 83 Fleet 21 Taxi 36 TNC	126 72 Fleet 30 Taxi 24 TNC	143 82 Fleet 23 Taxi 38 TNC	118 65 Fleet 30 Taxi 23 TNC
Number of Paratransit trips taken on Fixed Route	10,096 (-4.2%)	10,543	9,592 (-2%)	9,789